# New IBM RoHS 7cIII compliant Ultra-Nav keyboard for IBM System x systems offers streamlined feature sets for lower cost

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## At a glance

The new lower-cost Ultra-Nav keyboards without internal TouchPad or two USB ports.

Key benefits:

- Lower cost
- RoHS 7cIII compliant

## Overview

### IBM® Ultra-Nav keyboards without Internal TouchPad

The Ultra-Nav keyboards are now available for use with IBM System x® systems. These lower-cost products are RoHS 7cIII compliant, offering greater cost savings because they do not include the internal TouchPad or two USB ports.

Warranty: One year limited warranty[1] .

[1] For information on IBM's Statement of Limited Warranty, contact your local IBM representative. Copies are available upon request.

## Key prerequisites

A selected IBM System x server requiring a keyboard.

## Planned availability date

March 7, 2014

## Description

### New keyboards without TouchPad

These high-performance lower-cost products are RoHS 7cIII compliant.


IBM is a registered trademark of International Business Machines Corporation

Features:

- Investment protection, ease-of-use, and compatibility

## Product positioning

None

## Product number

### Option Offerings (SEOs)

The following are features already announced for the 3331 machine type:

```
IBM Keyboard w/ Int.Pointing Device   3331  HC1   A50H   46W6713 46W6713
USB - Arabic 253 RoHS v2
IBM Keyboard w/ Int. Pointing Device  3331  HC1   A50J   46W6714 46W6714
USB - Belg/UK 120 RoHS v2

IBM Keyboard w/ Int. Pointing Device  3331  HC1   A50L   46W6716 46W6716
USB - Czech 489 RoHS v2
IBM Keyboard w/ Int. Pointing Device  3331  HC1   A50M   46W6717 46W6717
USB - Danish 159 RoHS v2

IBM Keyboard w/ Int. Pointing Device  3331  HC1   A50N   46W6718 46W6718
USB - Dutch 143 RoHS v2
IBM Keyboard w/ Int. Pointing Device  3331  HC1   A50P   46W6719 46W6719
USB - French 189 RoHS v2

IBM Keyboard w/ Int. Pointing Device  3331  HC1   A50R   46W6721 46W6721
USB - German 129 RoHS v2
IBM Keyboard w/ Int. Pointing Device  3331  HC1   A50S   46W6722 46W6722
USB - Greek 219 RoHS v2
IBM Keyboard w/ Int. Pointing Device  3331  HC1   A50T   46W6723 46W6723
USB - Hebrew 212 RoHS v2
IBM Keyboard w/ Int. Pointing Device  3331  HC1   A50U   46W6724 46W6724
USB - Hungarian 208 RoHS v2

IBM Keyboard w/ Int. Pointing Device  3331  HC1   A50V   46W6725 46W6725
USB - Italian 141 RoHS v2
IBM Keyboard w/ Int. Pointing Device  3331  HC1   A50Z   46W6729 46W6729
USB - Norwegian 155 RoHS v2
IBM Keyboard w/ Int. Pointing Device  3331  HC1   A510   46W6730 46W6730
USB - Polish 214 RoHS v2

IBM Keyboard w/ Int. Pointing Device  3331  HC1   A511   46W6731 46W6731
USB - Portugese 163 RoHS v2
IBM Keyboard w/ Int. Pointing Device  3331  HC1   A512   46W6732 46W6732
USB - Russian 441 RoHS v2

IBM Keyboard w/ Int. Pointing Device  3331  HC1   A513   46W6733 46W6733
USB - Slovak 245 RoHS v2
IBM Keyboard w/ Int. Pointing Device  3331  HC1   A514   46W6734 46W6734
USB - Spanish 172 RoHS v2

IBM Keyboard w/ Int. Pointing Device  3331  HC1   A515   46W6735 46W6735
USB - Swed/Finn 153 RoHS v2
IBM Keyboard w/ Int. Pointing Device  3331  HC1   A516   46W6736 46W6736
USB - Swiss F/G 150 RoHS v2

IBM Keyboard w/ Int. Pointing Device  3331  HC1   A518   46W6738 46W6738
USB - Turkish 179 RoHS v2
IBM Keyboard w/ Int. Pointing Device  3331  HC1   A519   46W6739 46W6739
USB - UK Eng 166 RoHS v2

IBM Keyboard w/ Int. Pointing Device  3331  HC1   A51A   46W6740 46W6740
USB - US Euro 103P RoHS v2
IBM Keyboard w/ Int. Pointing Device  3331  HC1   A51B   46W6741 46W6741
USB - Slovenian 234 RoHS v2
```

The following are features already announced for the 1723, 2582, 3331, 7382, 7383 machine type:

| Description | MT | Model | Feature |
|---|---|---|---|
| IBM Keyboard w/ Int.Pointing Device USB - Arabic 253 RoHS v2 | 1723 | HC1 | A50H |
| IBM Keyboard w/ Int.Pointing Device USB - Arabic 253 RoHS v2 | 2582 | AC1<br>MC1 | |
| IBM Keyboard w/ Int.Pointing Device USB - Arabic 253 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int.Pointing Device USB - Arabic 253 RoHS v2 | 7382 | AC1<br>MC1 | |
| IBM Keyboard w/ Int.Pointing Device USB - Arabic 253 RoHS v2 | 7383 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Belg/UK 120 RoHS v2 | 1723 | HC1 | A50J |
| IBM Keyboard w/ Int. Pointing Device USB - Belg/UK 120 RoHS v2 | 2582 | AC1<br>MC1 | A50J |
| IBM Keyboard w/ Int. Pointing Device USB - Belg/UK 120 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Belg/UK 120 RoHS v2 | 7382 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Belg/UK 120 RoHS v2 | 7383 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Czech 489 RoHS v2 | 1723 | HC1 | A50L |
| IBM Keyboard w/ Int. Pointing Device USB - Czech 489 RoHS v2 | 2582 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Czech 489 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Czech 489 RoHS v2 | 7382 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Czech 489 RoHS v2 | 7383 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Danish 159 RoHS v2 | 1723 | HC1 | A50M |
| IBM Keyboard w/ Int. Pointing Device USB - Danish 159 RoHS v2 | 2582 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Danish 159 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Danish 159 RoHS v2 | 7382 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Danish 159 RoHS v2 | 7383 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Dutch 143 RoHS v2 | 1723 | HC1 | A50N |
| IBM Keyboard w/ Int. Pointing Device USB - Dutch 143 RoHS v2 | 2582 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Dutch 143 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Dutch 143 RoHS v2 | 7382 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Dutch 143 RoHS v2 | 7383 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - French | | | |

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|---|---|---|---|
| 189 RoHS v2 | 1723 | HC1 | A50P |
| IBM Keyboard w/ Int. Pointing Device USB - French | | | |
| 189 RoHS v2 | 2582 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - French | | | |
| 189 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - French | | | |
| 189 RoHS v2 | 7382 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - French | | | |
| 189 RoHS v2 | 7383 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - German | | | |
| 129 RoHS v2 | 1723 | HC1 | A50R |
| IBM Keyboard w/ Int. Pointing Device USB - German | | | |
| 129 RoHS v2 | 2582 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - German | | | |
| 129 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - German | | | |
| 129 RoHS v2 | 7382 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - German | | | |
| 129 RoHS v2 | 7383 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Greek | | | |
| 219 RoHS v2 | 1723 | HC1 | A50S |
| IBM Keyboard w/ Int. Pointing Device USB - Greek | | | |
| 219 RoHS v2 | 2582 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Greek | | | |
| 219 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Greek | | | |
| 219 RoHS v2 | 7382 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Greek | | | |
| 219 RoHS v2 | 7383 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Hebrew | | | |
| 212 RoHS v2 | 1723 | HC1 | A50T |
| IBM Keyboard w/ Int. Pointing Device USB - Hebrew | | | |
| 212 RoHS v2 | 2582 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Hebrew | | | |
| 212 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Hebrew | | | |
| 212 RoHS v2 | 7382 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Hebrew | | | |
| 212 RoHS v2 | 7383 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - | | | |
| Hungarian 208 RoHS v2 | 1723 | HC1 | A50U |
| IBM Keyboard w/ Int. Pointing Device USB - | | | |
| Hungarian 208 RoHS v2 | 2582 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - | | | |
| Hungarian 208 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - | | | |
| Hungarian 208 RoHS v2 | 7382 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - | | | |
| Hungarian 208 RoHS v2 | 7383 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Italian | | | |
| 141 RoHS v2 | 1723 | HC1 | A50V |
| IBM Keyboard w/ Int. Pointing Device USB - Italian | | | |
| 141 RoHS v2 | 2582 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Italian | | | |
| 141 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Italian | | | |
| 141 RoHS v2 | 7382 | AC1 | |
| | | MC1 | |

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|---|---|---|---|
| IBM Keyboard w/ Int. Pointing Device USB - Italian 141 RoHS v2 | 7383 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Norwegian 155 RoHS v2 | 1723 | HC1 | A50Z |
| IBM Keyboard w/ Int. Pointing Device USB - Norwegian 155 RoHS v2 | 2582 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Norwegian 155 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Norwegian 155 RoHS v2 | 7382 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Norwegian 155 RoHS v2 | 7383 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Polish 214 RoHS v2 | 1723 | HC1 | A510 |
| IBM Keyboard w/ Int. Pointing Device USB - Polish 214 RoHS v2 | 2582 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Polish 214 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Polish 214 RoHS v2 | 7382 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Polish 214 RoHS v2 | 7383 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Portugese 163 RoHS v2 | 1723 | HC1 | A511 |
| IBM Keyboard w/ Int. Pointing Device USB - Portugese 163 RoHS v2 | 2582 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Portugese 163 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Portugese 163 RoHS v2 | 7382 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Portugese 163 RoHS v2 | 7383 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Russian 441 RoHS v2 | 1723 | HC1 | A512 |
| IBM Keyboard w/ Int. Pointing Device USB - Russian 441 RoHS v2 | 2582 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Russian 441 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Russian 441 RoHS v2 | 7382 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Russian 441 RoHS v2 | 7383 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Slovak 245 RoHS v2 | 1723 | HC1 | A513 |
| IBM Keyboard w/ Int. Pointing Device USB - Slovak 245 RoHS v2 | 2582 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Slovak 245 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Slovak 245 RoHS v2 | 7382 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Slovak 245 RoHS v2 | 7383 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Spanish 172 RoHS v2 | 1723 | HC1 | A514 |
| IBM Keyboard w/ Int. Pointing Device USB - Spanish 172 RoHS v2 | 2582 | AC1<br>MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Spanish | | | |

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|---|---|---|---|
| 172 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Spanish | | | |
| 172 RoHS v2 | 7382 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Spanish | | | |
| 172 RoHS v2 | 7383 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - | | | |
| Swed/Finn 153 RoHS v2 | 1723 | HC1 | A515 |
| IBM Keyboard w/ Int. Pointing Device USB - | | | |
| Swed/Finn 153 RoHS v2 | 2582 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - | | | |
| Swed/Finn 153 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - | | | |
| Swed/Finn 153 RoHS v2 | 7382 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - | | | |
| Swed/Finn 153 RoHS v2 | 7383 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Swiss | | | |
| F/G 150 RoHS v2 | 1723 | HC1 | A516 |
| IBM Keyboard w/ Int. Pointing Device USB - Swiss | | | |
| F/G 150 RoHS v2 | 2582 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Swiss | | | |
| F/G 150 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Swiss | | | |
| F/G 150 RoHS v2 | 7382 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Swiss | | | |
| F/G 150 RoHS v2 | 7383 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Turkish | | | |
| 179 RoHS v2 | 1723 | HC1 | A518 |
| IBM Keyboard w/ Int. Pointing Device USB - Turkish | | | |
| 179 RoHS v2 | 2582 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Turkish | | | |
| 179 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Turkish | | | |
| 179 RoHS v2 | 7382 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - Turkish | | | |
| 179 RoHS v2 | 7383 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - UK Eng | | | |
| 166 RoHS v2 | 1723 | HC1 | A519 |
| IBM Keyboard w/ Int. Pointing Device USB - UK Eng | | | |
| 166 RoHS v2 | 2582 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - UK Eng | | | |
| 166 RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - UK Eng | | | |
| 166 RoHS v2 | 7382 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - UK Eng | | | |
| 166 RoHS v2 | 7383 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - US Euro | | | |
| 103P RoHS v2 | 1723 | HC1 | A51A |
| IBM Keyboard w/ Int. Pointing Device USB - US Euro | | | |
| 103P RoHS v2 | 2582 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - US Euro | | | |
| 103P RoHS v2 | 3331 | HC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - US Euro | | | |
| 103P RoHS v2 | 7382 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - US Euro | | | |
| 103P RoHS v2 | 7383 | AC1 | |
| | | MC1 | |
| IBM Keyboard w/ Int. Pointing Device USB - | | | |
| Slovenian 234 RoHS v2 | 1723 | HC1 | A51B |

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|---|---|---|
| IBM Keyboard w/ Int. Pointing Device USB - Slovenian 234 RoHS v2 | 2582 | AC1<br>MC1 |
| IBM Keyboard w/ Int. Pointing Device USB - Slovenian 234 RoHS v2 | 3331 | HC1 |
| IBM Keyboard w/ Int. Pointing Device USB - Slovenian 234 RoHS v2 | 7382 | AC1<br>MC1 |
| IBM Keyboard w/ Int. Pointing Device USB - Slovenian 234 RoHS v2 | 7383 | AC1<br>MC1 |

## Publications

Publications are shipped with the announced product.

| Title | Order number | Part number |
|---|---|---|
| Installation Pub ships with keyboard | None | None |

**Displayable softcopy publications:** None

**Source file publications:** None

## Services

### Global Technology Services®

IBM services include business consulting, outsourcing, hosting services, applications, and other technology management.

These services help you learn about, plan, install, manage, or optimize your IT infrastructure to be an on-demand business. They can help you integrate your high-speed networks, storage systems, application servers, wireless protocols, and an array of platforms, middleware, and communications software for IBM and many non-IBM offerings. IBM is your one-stop shop for IT support needs.

For details on available services, contact your IBM representative or visit

http://www.ibm.com/services/

For details on available IBM Business Continuity and Recovery Services, contact your IBM representative or visit

http://www.ibm.com/services/continuity

For details on education offerings related to specific products, visit

http://www.ibm.com/services/learning/index.html

Select your country, and then select the product as the category.

## Technical information

### Specified operating environment

***Standards***

None

### *Operating environment*

- Operating temperature:
  - 0°C to 55°C (-32°F to 131°F) at 0 - 914 m (0 to 3,000 ft)
  - 10°C to 32°C (50°F to 90°F) at 914 - 2,133 m (3,000 - 7,000 ft)
- Relative humidity: 20% to 80% (noncondensing)
- Maximum altitude: 2,133 m (7,000 ft)
- Air flow: 200 LFM at 55°C

### *Homologation*

This product is not certified for direct connection by any means whatsoever to interfaces of public telecommunications networks. Certification may be required by law prior to making any such connection. Contact an IBM representative or reseller for any questions.

### *Hardware requirements*

A selected System x server system.

### *Software requirements*

None

### *Compatibility*

- ServerProven® testing, which verifies servers and keyboard and mouse products will function properly

For latest compatibility information, visit

http://www-03.ibm.com/systems/info/x86servers/serverproven/compat/us/

**Note:** Some configurations may not be compatible.

### *User group requirements*

This announcement satisfies or partially satisfies the requirements from one or more of the worldwide user group communities. Groups include COMMON, COMMON Europe, Guide Share Europe (GSE), InterAction (Australia/New Zealand), Japan Guide Share (JGS), and SHARE Inc.

## Planning information

### *Customer responsibilities*

The new Ultra-Nav keyboard products without internal TouchPad are designated as customer setup. Customer installation instructions are shipped with each option part.

### *Cable orders*

None

### *Installability*

The keyboards require about 10 minutes for installation.

Installation includes unpacking, setting up, and plugging in.

***Packaging***

**IBM Ultra-Nav RoHS Keyboard**

| Product | Package description | Boxes |
|---|---|---|
| Keyboard | Option Unit Box | 1 |
| | Contents: | |
| | Keyboard<br>Quick install guide<br>Important Notices Flyer | |

### Security, auditability, and control

It is a customer's responsibility to ensure that the server is secure to prevent sensitive data from being removed.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communications facilities.

### Global Technology Services

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings, for the efficient installation, implementation, and/or integration of this product.

## IBM Electronic Services

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support all at no additional cost to you.

Now integrated into the base operating system of AIX® 5.3, AIX 6.1, and AIX 7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type "smitty esa_main", and select "Configure Electronic Service Agent." In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, refer to

http://www.ibm.com/support/electronic

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

### Benefits

***Increased uptime:*** The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the "symptoms," diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

***Security:*** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool securely transmits either via the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by the customer and IBM. The customer's business applications or business data is never transmitted to IBM.

***More accurate reporting:*** Since system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, customers are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

***Customized support:*** Using the IBM ID entered during activation, customers can view system and support information in the "My Systems" and "Premium Search" sections of the Electronic Support website at

http://www.ibm.com/support/electronic

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with the customer's IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, customers are able to see search results that apply specifically to their systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit

http://www.ibm.com/support/electronic

## Terms and conditions

***Field installable features***

Yes

***Customer setup***

Yes

***Machine code***

No license terms apply.

## Prices

For all local charges, contact your IBM representative.

## Announcement countries

All European, Middle Eastern, and African countries.

### *Trademarks*

Electronic Service Agent is a trademark of IBM Corporation in the United States, other countries, or both.

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http://www.ibm.com/planetwide/